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GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090-0278]

[Docket 2012-0001; Sequence 19]

**National Contact Center; Information Collection; National
Contact Center Customer Evaluation Survey**

AGENCY: Contact Center Services, Federal Citizen
Information Center, Office of Citizen Services and
Innovative Technologies, General Services
Administration

ACTION: Notice of request for comments regarding an
extension to an existing OMB clearance.

SUMMARY: Under the provisions of the Paperwork Reduction Act, the General Services Administration will be submitting to the Office of Management and Budget (OMB) a request to review and approve an extension of a previously approved information collection requirement regarding the National Contact Center customer evaluation surveys. In this request, the previously approved surveys have been supplemented with surveys that will temporarily replace those existing surveys for one period of several months. These temporary surveys will allow the National Contact Center to compare its customer service levels to those of private industry contact centers.

DATES: Submit comments on or before: [Insert date 60 days
after date of publication in the Federal Register].

FOR FURTHER INFORMATION CONTACT: Tonya Beres, Federal Information Specialist, Office of Citizen Services and Communications, at telephone (202) 501-1803 or via e-mail to tonya.beres@gsa.gov.

ADDRESSES: Submit comments identified by **Information Collection 3090-0278, National Contact Center Evaluation Survey**, by any of the following methods:

- Regulations.gov: <http://www.regulations.gov>.

Submit comments via the Federal eRulemaking portal by searching the OMB control number. Select the link "Submit a Comment" that corresponds with "Information Collection 3090-0278, National Contract Center Evaluation Survey". Follow the instructions provided at the "Submit a Comment" screen. Please include your name, company name (if any), and "Information Collection 3090-0278, National Contract Center Evaluation Survey" on your attached document.

- Fax: 202-501-4067.
- Mail: General Services Administration, Regulatory Secretariat (MVCB), 1275 First Street, NE, Washington, DC 20417. ATTN: Hada Flowers/IC 3090-0278, National Contract Center Evaluation Survey.

Instructions: Please submit comments only and cite Information Collection 3090-0278, National Contract Center Evaluation Survey, in all correspondence related to this collection. All comments received will be posted without change to <http://www.regulations.gov>, including any personal and/or business confidential information provided.

SUPPLEMENTARY INFORMATION:

A. Purpose

This information collection will be used to assess the public's satisfaction with the National Contact Center service, to assist in increasing the efficiency in responding to the public's need for Federal information, and to assess the effectiveness of marketing efforts.

B. Annual Reporting Burden

Temporary Telephone survey (One year only):

Respondents: 300

Responses Per Respondent: 1

Annual Responses: 300

Hours Per Response: 0.116

Total Burden Hours: 35

Permanent Telephone Survey:

Respondents (Year one): 900

Respondents (subsequent years): 1000

Responses Per Respondent: 1

Annual Responses (year one): 900

Annual Responses (subsequent years): 1000

Hours Per Response: 0.033

Total Burden Hours (year one): 30

Total Burden Hours (subsequent years): 33.33

Temporary Email survey (One year only):

Respondents: 600

Responses Per Respondent: 1

Annual Responses: 600

Hours Per Response: 0.0833

Total Burden Hours: 50

Permanent Email Survey:

Respondents (Year one): 960

Respondents (subsequent years): 1560

Responses Per Respondent: 1

Annual Responses (year one): 960

Annual Responses (subsequent years): 1560

Hours Per Response: 0.05

Total Burden Hours (year one): 48

Total Burden Hours (subsequent years): 78

Temporary Web Chat survey (One year only):

Respondents: 400

Responses Per Respondent: 1

Annual Responses: 400

Hours Per Response: 0.0833

Total Burden Hours: 33.33

Permanent Web Chat Survey:

Respondents (Year one): 440

Respondents (subsequent years): 840

Responses Per Respondent: 1

Annual Responses (year one): 440

Annual Responses (subsequent years): 840

Hours Per Response: 0.05

Total Burden Hours (year one): 22

Total Burden Hours (subsequent years): 42

Total Annual Respondents (year one): 3600.

Total Annual Respondents (year one

Total Burden Hours (Combined, Year One): 218

Total Burden Hours (Combined, Subsequent Years): 153.33

OBTAINING COPIES OF PROPOSALS: Requesters may obtain a copy of the information collection documents from the General Services Administration, Regulatory Secretariat (MVCB), 1275 First Street, NE, Washington, DC 20417, telephone (202) 501-4755. Please cite OMB Control No.

3090-0278, National Contact Center Customer Evaluation
Survey, in all correspondence.

Dated: February 25, 2013

Casey Coleman,
Chief Information Officer.

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